DOCUMENT RESUME

ED 107 987 CE 004 200

AUTHOR Abell, George H.; And Others
TITLE An Analysis of the Terminal Dispatching Occupation.
INSTITUTION Ohio State Dept. of Education, Columbus. Div. of Vocational Education.; Ohio State Univ., Columbus. Trade and Industrial Education Instructional Materials Lab.
SPONS AGENCY Office of Education (DHEW), Washington, D.C.
PUB DATE [75]
NOTE 32p.; For related documents, see CE 004 160-199, CE 004 201-206, CE 004 263-268, and CE 004 425-427

EDRS PRICE MF-$0.76 HC-$1.95 PLUS POSTAGE
DESCRIPTORS Communication Skills; *Delivery Systems; *Job Analysis; Knowledge Level; *Occupational Information; Safety; Skill Analysis; Skill Development; *Task Analysis; Task Performance; *Transportation; Work Attitudes
IDENTIFIERS Terminal Dispatchers

ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the terminal dispatching occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Three duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties are: routing shipments, communicating with drivers, and maintaining records. A glossary of terminal dispatching terms is appended. (BP)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

ED107987

Occupational Analysis

CE004200

TERMINAL DISPATCHER

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

5166

AN ANALYSIS OF THE TERMINAL DISPATCHING OCCUPATION

Developed By

George H. Abell
Instructor, Distributive Ed.
Ross High School
Hamilton, Ohio

Molly McKnight
Instructor, Distributive Ed.
Westland High School
Columbus, Ohio

Jack Stivers
Instructor, Distributive Ed.
Mt. Healthy High School
Mt. Healthy, Ohio

Occupational Analysis
E.P.D.A. Sub Project 73402
June 1, 1973 to December 30, 1974
Director: Tom L. Hindes
Coordinator: William L. Ashley

The Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

"The activity which is the subject of this report was supported in whole or in part by the U.S. Office of Education, Department of Health, Education, and Welfare. However, the opinions expressed herein do not reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred."

TABLE OF CONTENTS

Foreword v

Preface vii

Acknowledgment ix

Job Description xi

Duties

A Routing Shipments 1

B Communicating with Drivers 15

C Maintaining Records. 19

Glossary 25

FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

Training of young people in the distributive occupations has been rather narrowly confined to the actual retailing of goods. Relatively little attention has been given to the other facets of the broad picture involved in moving goods through the distributive channels between producer and consumer. It is with this in mind that the following has been prepared. We analyzed those duties and tasks involved in the day to day operation of a motor freight terminal.

The size of a transportation organization has a great influence on the number of people required to carry on what is essentially a clerical function. By this we refer to those duties which are not related to the actual handling of freight, nor of a managerial nature.

This clerical function we have broken down into that of a dispatcher and a terminal clerk. In a small operation one person might perform both jobs, while in a larger company, from one to three people might share the dispatch operation, and four or more the clerical job.

In this analysis we have tried to include all of the clerical and dispatch duties and tasks performed in the terminal of a common carrier in the trucking industry. Different operations would be necessary in the companies of contract carriers (trucks), the railroad industry or air freight companies. Although the individual tasks might differ, the same basic functions of recordkeeping, dispatching, tracing, cashiering, billing and customer service are found in all areas of the transportation industry.

ACKNOWLEDGMENT

We wish to acknowledge the valuable assistance rendered by the following subject matter specialists. They provided input to the vocational instructors in identifying related skills and concepts of each respective subject matter area and served as training assistants in the analysis process during the two-week workshops.

Rollin M. Barber, Psychology
The Ohio State University
Columbus, Ohio

Jodi Beittel, Communications
Columbus, Ohio

Diana L. Buckeye, Mathematics
University of Michigan
Avon Lake, Ohio

Rick Fien, Chemistry
The Ohio State University
Beachwood, Ohio

N.S. Gidwani, Chemistry
Columbus Technical Institute
Columbus, Ohio

Bruce A. Hull, Biology
The Ohio State University
Columbus, Ohio

Donald L. Hyatt, Physics
Worthington High School
Worthington, Ohio

Glenn Mann, Communications
Columbus, Ohio

Jerry McDonald, Physical Sciences
Columbus Technical Institute
Reynoldsburg, Ohio

Colleen Osinski, Psychology
Columbus Technical Institute
Columbus, Ohio

David Porteous, Communications
University of Connecticut
Colchester, Connecticut

James A. Sherlock, Communications
Columbus Technical Institute
Columbus, Ohio

Jim VanArsdall, Mathematics
Worthington High School
Worthington, Ohio

Lillian Yontz, Biology
The Ohio State University
Caldwell, Ohio

The following individuals are acknowledged for their organizational assistance in identifying and coordinating the vocational instructors and consultants in Distributive Education.

Cathy Ashmore, Director
Distributive Education Instructional
Materials Laboratory
Columbus, Ohio

James R. Gleason
Indian Hills High School
Cincinnati, Ohio

Acknowledgment is extended to the following I.M.L. staff members for their role in conducting the workshops; editing, revising, proofing and typing the analyses.

Faith Justice	Research Associate
Sheila Nelson	Administrative Assistant
Marsha Opritza	Editorial Consultant
Rita Buccilla	Typist
Peg Bushelman	Typist
Carol Fausnaugh	Typist
Mindy Fausnaugh	Typist
Rita Hastings	Typist
Carol Hicks	Typist
Sue Holsinger	Typist
Barbara Highes	Typist
Carol Marvin	Typist
Patti Nye	Typist
Kathy Roediger	Typist
Mary Salay	Typist

JOB DESCRIPTION

The terminal dispatcher is the person who is responsible for scheduling the delivery and pick-up of all freight moving through a truck terminal. As a coordinator of the activities between customers and drivers, he/she must route shipments, communicate with drivers and customers, and maintain records of all incoming and out going materials and equipment.

Duty A Routing Shipments

1 Collect incoming freight bills
2 Route city delivery
3 Receive requests for local freight pick-up
4 Route daily pick-up
5 Route over-the-road shipping
6 Check vehicle weight

(TASK STATEMENT) COLLECT INCOMING FREIGHT BILLS

12

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Box for incoming freight bills Maps	Pick up freight bills Separate trailer loads for those that can be delivered without dock work; and those that require dock work Separate bills according to delivery area Knowledge of delivery areas	

DECISIONS	CUES	ERRORS
Decide what constitutes a trailer load requiring no dock work Decide what bills go in what area		

12

(TASK STATEMENT) COLLECT INCOMING FREIGHT BILLS

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization	Whole Numbers Number recognition Adding

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Freight bills	Terminology Informational reports Comprehension
Viewing	Maps	Recognize symbols, codes, and emblems

(TASK STATEMENT) ROUTE CITY DELIVERY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
List of regular city delivery drivers List of equipment assigned city delivery Driver trip sheet Adding machine Map Telephone List of extra drivers	Knowledge of delivery areas Assign drivers to delivery areas Make up drivers trip sheets Schedule equipment to be used	

DECISIONS	CUES	ERRORS
Decide what equipment is added Decide if extra drivers are needed Decide where extra drivers will go		

14

(TASK STATEMENT) ROUTE CITY DELIVERY

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization	Whole numbers Number recognition Adding

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Freight bills	Terminology Informational reports Comprehension
Writing	Driver's trip sheet	Terminology Informational reports
Speaking	Telephone	Terminology

(TASK STATEMENT) RECEIVE REQUESTS FOR LOCAL FREIGHT PICK-UP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone Dispatch sheet Clipboard	Answer telephone Schedule requests on dispatch sheet	
DECISIONS	**CUES**	**ERRORS**
Decide who will handle requests	Knowledge of established routes	Incorrect information creates such problems as sending a truck too small for the load, sending the truck the wrong time to the wrong place, and failing to find out shipping and billing information

(TASK STATEMENT) RECEIVE REQUESTS FOR LOCAL FREIGHT PICK-UP

SCIENCE	MATH – NUMBER SYSTEMS
Listen openly and attentively in this communication process Exhibit qualities of tact, consideration and graciousness Grant appropriate regard for customers unique needs Exhibit capacity to ascertain best service for the customer Communicate pride in establishment Maintain capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables	Whole numbers [number recognition] Addition and subtraction Use of Numbers (without calculation) Counting, Coding [company code], Recording [tallying] Basic Arithmetic Skills and Concepts Ratio and proportion Estimation techniques (emphasis on linear measure, area, weight, volume) Basic Measurement Skills and Concepts ''Measure sense''/role of ''unit'', Measurement: non-geometric; time, temperature, liquid, dry Use of Computing Devices and Mechanical Aids Adding machine

L1

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Telephone	Noise discrimination Note taking
Speaking	Telephone	Terminology
Writing	Memo pad	Memo format

(TASK STATEMENT) ROUTE DAILY PICK-UPS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Sales person's list of new pick-up points List of established daily pick-ups Dispatch sheets Clipboard Adding machine Maps Telephone	Route daily routine freight pick-ups and pick-ups from other routes Record on dispatch sheet Know city and other areas where pick-ups are to be routed Assign equipment listed on tote-board to routes Schedule drivers Notify standby or part-time drivers needed	

DECISIONS	CUES	ERRORS
Decide what routes need as far as equipment is concerned Decide who the part-time or standby drivers will be Decide where they will work		

(TASK STATEMENT) ROUTE DAILY PICK-UPS

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization Exhibit qualities of tact and consideration in communications with drivers	Whole numbers [number recognition] Fundamental Operations (Calculation) Addition, Subtraction, Multiplication, Division Use of Numbers (without calculation) Counting, Coding Estimation techniques Measurement: geometric; linear, area, volume Measurement: non-geometric; time, temperature, weight, liquid, dry Use of Computing Devices and Mechanical Aids Adding machine Read and interpret tables, charts and graphs maps

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Dispatch sheet Map	Detail Terminology Informational reports
Writing	Dispatch sheet	Informational report Terminology Memo format
Speaking	Telephone	Terminology

(TASK STATEMENT) ROUTE OVER-THE-ROAD SHIPPING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Bills of lading List of regular drivers List of part-time drivers Toteboard on available equipment Dispatch sheets on less than truck load and truckload shipments Trip records of drivers Maps Adding machine Telephone	Knowledge of service areas including commercial areas Assign regular drivers to regular runs Schedule equipment to be used for the above Assign part-time drivers to runs Schedule equipment to part-time drivers	

DECISIONS	CUES	ERRORS
Decide what routes need as far as equipment is concerned Decide who the part-time or standby drivers will be Decide where they will work		

(TASK STATEMENT) ROUTE OVER-THE-ROAD SHIPPING

SCIENCE

Exhibit capacity to ascertain best service for customer
Maintain conscious awareness of the need for balance between tension and relaxation
Maintain awareness of physical expressions basic to peak physical performance
Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization
Exhibit qualities of tact and consideration in communications with drivers

MATH – NUMBER SYSTEMS

Whole numbers [number recognition]
Fundamental Operations (Calculation)
Addition, Subtraction, Multiplication, Division
Use of Numbers (without calculation)
Counting, Coding
Estimation techniques
Measurement: geometric; linear, area, volume
Measurement: non-geometric; time, temperature, weight, liquid, dry
Use of Computing Devices and Mechanical Aids
Adding machine
Read and interpret tables, charts and graphs
Maps

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Freight bill	Terminology Informational reports Comprehension
Writing	Driver's route sheet	Terminology Informational reports
Speaking	Telephone	Terminology

(TASK STATEMENT) CHECK VEHICLE WEIGHT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Truck Scales Manifests Weight slips Adding machine	Have truck pull onto scales Weigh front axle or axles Compare weight to legal maximum weight Weigh back axle or axles Compare weight to legal maximum weight Total gross weight from freight bills of all items in shipment If 1 axle or the other is over, but gross weight is legal, adjust rear tandems to assure proper weight distribution and reweigh truck If load is over gross, arrange to remove excess weight Record weights on weight slips and attach to manifest	
DECISIONS What should be removed if truck is over legal maximum (gross)	**CUES** What is on the back of the truck, their weight and bulk	**ERRORS** Weighing it wrong Adding it wrong (for gross)

(TASK STATEMENT) CHECK VEHICLE WEIGHT

SCIENCE	MATH – NUMBER SYSTEMS
Inertia and momentum (body at rest and body in motion) [Balance] Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization	Whole numbers [number recognition] Use of Numbers (without calculation) Counting, Coding [Company code], Recording Fundamental Operations (Calculation) Addition, Subtraction, Multiplication, Division Estimation techniques (emphasis on weight) Use of Computing Devices and Mechanical Aids Adding machine

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	PA system Voice only	Terminology
Writing	Weight slips	Terminology Informational reports
Reading	Scale	Terminology Comprehension

Duty B Communicating with Drivers

1 Maintain radio and telephone contact with drivers

(TASK STATEMENT) MAINTAIN RADIO AND TELEPHONE CONTACT WITH DRIVERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Citizen band radio Telephone Maps	Receive calls from drivers for: Break-downs Answers to customer's questions Advice on special types of freight pick-ups Reports on overages or shortages Call drivers for: Additional pick-ups Providing aid to another driver Check on location at the time Information or advice on expediting freight Additional instructions	Fire Electrical shock

DECISIONS	CUES	ERRORS
Decide which drivers should handle new pick-ups Advise drivers on how to take care of breakdowns when away from terminal repair service area		

25

(TASK STATEMENT) MAINTAIN RADIO AND TELEPHONE CONTACT WITH DRIVERS

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization Listen openly and attentively in this communication Exhibit qualities of tact and consideration	Fundamental Operations (Calculation) Addition, Subtraction, Multiplication, Division Use of Numbers (wihtout calculation) Counting, Coding Baisc Arithmetic Skills and Concepts Guess and check method, Rule of thumb Use of Computing Devices and Mechanical Aids Adding machine ''Measure sense''/role of ''unit'' Instruments Given an instrument of Measure, determine precision, and/or accuracy with respect to relative error, significant digits and tolerance [Measuring] Measurement: non-geometric time, temperature, weight, liquid, dry

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Radio Telephone	Terminology
Listening	Telephone	Discriminate facts Note taking
Reading	Reports	Detail informational reports Terminology
Writing	Reports	Progress reports Terminology Detail

Duty C Maintaining Records

1 Maintain record of equipment (toteboard)
2 Maintain record of interline equipment exchange

(TASK STATEMENT) MAINTAIN RECORD OF EQUIPMENT (TOTEBOARD)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Large bulletin board, black board, or chart referred to as the tote-board Chalk, pins, or other means of posting the board Dispatch sheets Interline exchange records Teletype	Divide board into appropriate sections Record appropriate information Revise when appropriate Determine nature and characteristics of freight to be moved	
DECISIONS	**CUES**	**ERRORS**
Decide what equipment should be used		Wrong choice in equipment could cause trailers to be reloaded

(TASK STATEMENT) MAINTAIN RECORD OF EQUIPMENT (TOTE BOARD)

SCIENCE	MATH -- NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performacne Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization	Whole numbers [Number recognition] Use of Numbers (without calculation) Counting, Coding [Company code], Recording

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Tote board Dispatch sheets	Comprehension Terminology Detail Informational reports Progress report
Writing	Tote board	Progress report Terminology Detail Clarity

(TASK STATEMENT) MAINTAIN RECORD OF INTERLINE EQUIPMENT EXCHANGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Telephone Teletype Adding machine Maps	Knowledge of other motor freight lines serving same and adjacent areas Exchange equipment when necessary Maintain records on exchanged equipment	
DECISIONS	**CUES**	**ERRORS**
Decide what equipment should be used		Wrong choice in equipment could cause trailers to be reloaded

(TASK STATEMENT) MAINTAIN RECORD OF INTERLINE EQUIPMENT EXCHANGE

SCIENCE	MATH – NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization	Whole numbers [Number recognition] Use of Numbers (without calculation) Counting, Coding [Company code], Recording

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Telephone	Terminology
Reading	Freight bill	Informational report Terminology
Listening	Telephone	Terminology Discriminate facts Note taking
Writing	Records	Informational report Terminology

GLOSSARY

Accounts receivable - All unpaid freight bills
Bill of Lading - (B/L), Contract between shipper and carrier (freight company)
Commodity rate - Special rate governing volume or truck load movement between two specific points on a certain commodity
Consignee - Person who receives freight that is shipped
Consignor - Person who ships freight
Dispatch sheet - Large worksheet on which is recorded requests of customers for pick-ups
Expidite freight - Anything done to make delivery faster or easier for the customer
Extensions - Multiplying weight times rate and recording total price on a bill of lading
Free astray - No charge freight bill
Freight bill - Invoice that informs shipper or receiver of the freight charges that are due and that identifies a shipment from pick-up to final delivery
Interline freight - Freight that requires the handling of more than one common carrier to reach its final destination
LTL - Less than a full truck load
Manifest - List of freight bills loaded on one truck
National motor freight classification (NMFC) - Listing of all products and commodities moving by common carriers containing official classification of each item for rate purposes
O.S. and D. - Any reference to overage, shortage or damage to merchandise
Origin terminal - The point from which merchandise is first shipped by the carrier (original pick-up point)
Over-the-road - Any shipment sent outside the local area
Pro number - Freight bill number assigned by the freight company
Rate split - Division of freight revenue between two or more common carriers
Routing - Scheduling the order of pick-up or delivery of freight
Tandems - Twin axles, each with four wheels mounted on the rear of a semi trailer
Tariff - Official price list authorized by the I.C.C. outlining all rates and rules governing the movement of freight between different areas
Tariff supplement - Publications of I.C.C. detailing price and rate changes
Tote board - Bulletin board that lists all equipment available to a terminal and the location of that equipment
Trip sheet - Driver's list of bills and delivery or pick-up points